



TLC Family Care Healthplan
1407 Union Ave., Suite 200
Memphis, TN 38104

March 10, 2009

Dear Provider:

We thank you for the care you have provided for members. TLC Family Care Healthplan ("TLC") is still receiving claims for medical services submitted past the 120-day timely filing guidelines. Please remember timely filing guidelines still apply. Providers must submit all claims for medical services within 120 days of the date of service or, for inpatient services, within 120 days from the date of discharge. Please be advised that TLC will **not accept**, for any reason, claims (including claims that may originally have been rejected or critically erred when submitted to TLC) submitted after **Friday, April 10, 2009**.

TLC will continue to accept claim appeals for claims that were paid or denied incorrectly. All claims appeals must be filed within 180 days from the date of the initial TLC Remittance Advice date. Effective **Monday, March 30, 2009**, all claim appeals must be submitted to the mailing address below:

TLC Family Care Healthplan
Attn: Claim Appeals
P. O. Box 49
Memphis, TN 38101-0049

Should you have any questions, please do not hesitate to contact TLC's Customer Services Department at (800) 473-6523.

Sincerely,

TLC Family Care Healthplan

Al King
President